

# PLAIN TALKS

July 1989

Volume 68 Number 6

*Step back in time  
on the Elissa*

Are you contributing  
to your stress?

Willow Glen finds  
a better way

Retirement security:  
Changes that affect you



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Number 6

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*Shelton Stevens, utility foreman-line, Beaumont, describes new equipment to retiree Bill "Dutch" Metzke at GSU Heritage Day. For more on Heritage Day see page 7.*

*(On the cover), The evening sun highlights the tall ship Elissa in Beaumont's Riverfront Park. Several GSU employees work as volunteers on the historic ship. For more see pages 8-9. Cover photo taken by Jerrold Stevens, Lubbock, Texas.*

## PLAIN TALKS

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Employees who change residences or offices should fill out company mailing-address-forms (GSU0012-00-81) and return them to the mailroom in the Edison Plaza. GSU publications, departmental mailings and other company information are not automatically forwarded; addresses must be corrected when employees move.



## Revisions made to Retirement Plan

The Board of Directors has approved changes to the Retirement Plan which include four changes: the deletion of committee approval for retirements under age 62, a change in the pension formula, the reinstatement of a retired member's life annuity option upon the premature death of a contingent annuitant and a change in benefits provided as a result of a death-in-active service. All changes are retroactive to Jan. 1, 1989.

"Previously, an employee had to have committee approval to retire before age 62," says Molly Field, supervisor-employee benefits. "That no longer is the case. You just have to submit your request to the committee within 90 days of your retirement date."

The part of the pension formula that calculates benefits up to the Average Social Security Wage Base has been increased from 1.1 percent to 1.2 percent of your Average Final Compensation (the average of your highest 60 consecutive months of salary during your last 10 years of service). For employees retiring in 1989, this improvement in formula will result in an increase in your monthly pension benefit of approximately \$1.29 for each year of accredited service.

Field explained the change in the life annuity option. Should a retired member's spouse or other designated beneficiary (contingent annuitant) die before the retiree does, the member's life annuity benefit will now be fully reinstated.

For example, Mark has worked as a lineman for 33 years and is retiring on July 1, 1989, at age 62. He has 32 years of credited service, his Average Final Compensation is \$32,000 and his accrued pension benefit is approximately \$1,200 a

month. He can reduce his pension in order to provide a continuing benefit to his wife (contingent annuitant) in the event of his death. The amount of his reduction is based on his age, his wife's age and the percentage benefit to be paid to his wife.

Mark has selected the 50 percent Joint and Survivor Option for Jane, his wife, who is age 60. Mark will take a reduction of his \$1,200 benefit down to about \$1,050. He will receive \$1,050 a month in order to provide 50 percent of \$1,050 to Jane. When Mark dies, his wife will receive \$525 a month for the rest of her life.

What happens if, during retirement, Mark's wife dies before he does?

In times past, Mark would continue to receive \$1,050 a month for the rest of his life. Under the new change, the Plan pays for his pension benefit to automatically go back up to \$1,200.

"In those cases where the spouse dies before the retiree, the retiree will no longer suffer by not being able to receive his real accrued benefit," says Field.

"It's a very good benefit because a lot of people get worried about taking that cut from their pension," says Field. "This feature removes that concern."

Field stresses the Plan does not allow for a new or second contingent annuitant designation to be made if the first one dies.

Another Retirement Plan change noted by Field is the protection should an employee die during the 90 days prior to retirement. "In past times, if an employee died in active service, his contingent annuitant benefit was stopped and he fell under the death-in-active-

service rules," says Field.

Under the new rule, any election made for 50 percent or more will remain in effect during the 90 days prior to his retirement.

Referring to the earlier example, if Mark dies within the 90 days prior to his retirement and has selected a continuing benefit of 50 percent or more, his wife will receive that benefit for the rest of her life. If Mark had elected less than 50 percent, the death-in-active-service rules would come into play and his wife would not get less than the preretirement survivor benefit.

Field points out, "If you continue in active service beyond age 65, your election will remain in force until you die. The 90 days are waived."

If an employee under age 65 dies outside the 90-day range but before retirement, the contingent annuitant election is no longer valid.

Employees with questions about the Retirement Plan changes should call Employee Benefits in Beaumont at 733-2873 or 733-5716.





## Employees control heater level tempers

story by Scott Harper  
photos by Greg Russell

The longer we work at our jobs, the more we learn about the equipment we use and how to make it work better. Many times we say, "There's got to be a better way to do this." Employees at Willow Glen said that about heater level controls and they were right. There was a better way.

"The original system used pneumatic level controls with the level control of the heater being maintained at the heater," says Charles Echard, test and technical supervisor. "This required a substantial amount of operational and maintenance man-hours to maintain the controls."

Feedwater heaters are an integrated part of the water cycle on all units in plant production. These heaters transfer heat from extraction steam to the feedwater before it enters the boiler. This heat transfer process saves a considerable amount of the fuel required to convert the feedwater to steam inside the boiler, thereby lowering the cost of each kilowatt generated.

The control displays the water level in the heaters. If adjustments

were required, the operator had to go out in the field to each heater.

Test foreman Craig Roberts points out the importance of monitoring the water levels, "You have to maintain the correct water level or you'll have steam blowing through the heater. Then your heater goes down and you're operating at less efficiency.

"We were having frequent heater outages because we couldn't check all the controls all the time."

Gary Diamond, performance supervisor, adds, "We needed to improve our heat rate to operate at an efficient level. Our original equipment didn't provide for that."

Realizing there was a better way to control and monitor heater water levels, employees considered building their own system.

"The idea originated with the test technicians," says Roberts. "We had some spare electronic equipment that we could use. After we talked about it, we felt it would be better to purchase the Taylor Mod-30 system."

"We had the opportunity to go in with a modern system and really do

the job up right," concludes Diamond.

Employees have installed the new system in Units 1, 4 and most recently 5. "We get employees to install the equipment because it gives them more knowledge in maintaining it," says Roberts.

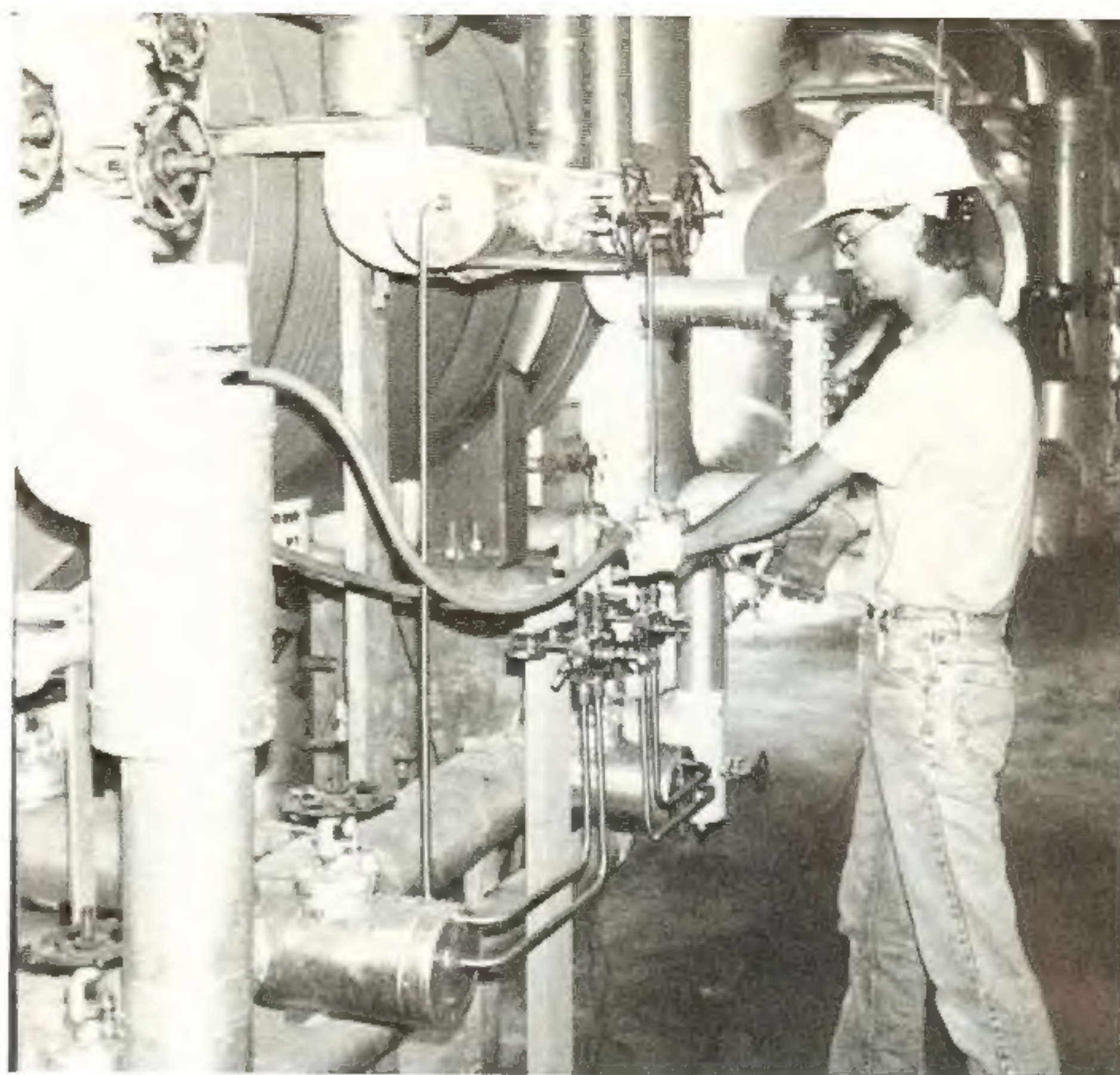
The new computer-based system has brought the control and monitoring of heater water levels into the control room. "Now the COF (control operations foreman) can make any necessary adjustments from the board in the control room," says Echard.

Diamond says, "It's much easier and more efficient to monitor and control the levels in the control room."

Other features include the early detection of any potential problems. "If there is a leak, we can pick it up much faster now," says Roberts.

Echard says efficiency has improved with the convenient accessibility to change the water levels.

"The unique feature is we're using feed forward control where



*Brent Alonzo, test technician-1st class, adjusts transmitter located at the heater whose level is being controlled.*





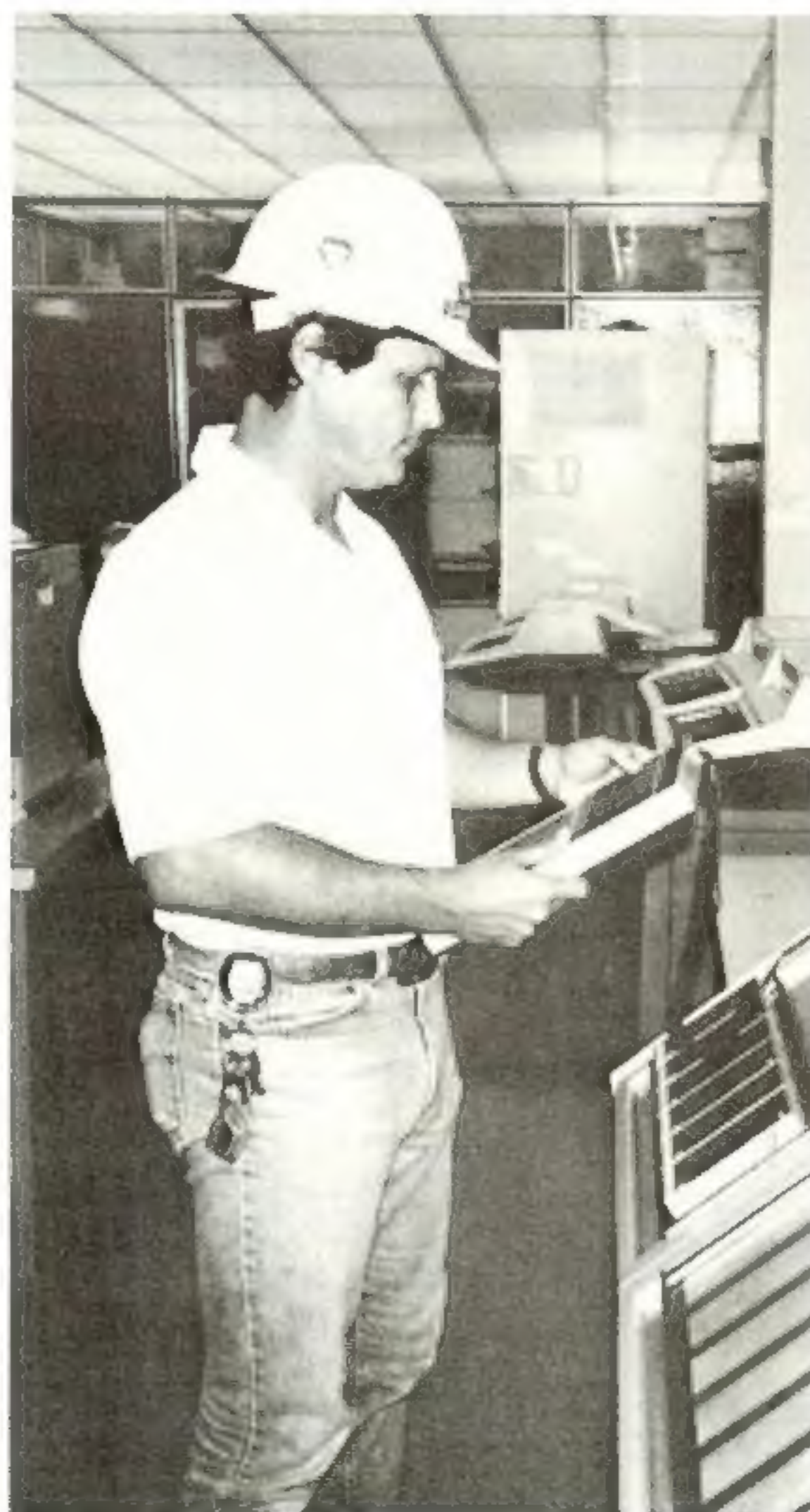
megawatts control the heater levels," says Echard. "Megawatts from the generator send a signal to the heater and it changes the level to match the load."

According to Echard, the water stayed at a constant level with the old system. By changing the level with the load, maximum efficiency can be obtained.

"Industrywide, I believe we're a forerunner. Other utilities are asking questions about it," says Diamond. Echard will present a paper about the system in September to the Plant Design and Operating Committee (PDOC) meeting in Beaumont.

"It took everybody to make this project work," Echard says of the plant effort.

Echard emphasizes the main objective of the project was to improve the heat rate and get better maintenance and control on the heaters. "This type of system saves on maintenance costs, operations costs and fuel costs," says Echard. "It will prove itself over time."



*Top left, Test department employees involved in the installation of the automated heater level controls at Unit 5 are (l to r) Gary Edmunston, master test technician, and Brent Alonzo, Troy Braud and Thom Barnett, all test technicians-1st class. Not pictured is Jeff Vincent, test technician-1st class. Top right, Operator David Hill makes adjustments to computerized controllers located in the control room. Above left, Thom Barnett programs the computerized controllers. Above right, Gary Edmunston connects inputs to the combustion test van.*



# Miller benefits LHPA formation

When the Marketing Department was asked to organize heat pump associations in the Texas and Louisiana service area in 1986, Harriet Babin Miller, marketing supervisor, Baton Rouge, realized a state-wide association would be a natural in Louisiana.

"We already had a network of people working together promoting those things utilities promote," says Miller. "It made good sense to tap into that coalition."

The coalition Miller refers to organized a successful conference on heat pumps in 1986. "This group became the network to get the heat pump association going."

Miller says the Louisiana Heat Pump Association (LHPA) has nine regional chapters and 200 contractor members in 77 towns and municipalities promoting the same advertising message throughout the state. "It multiplies our efforts," she says.

The ground work began in 1987 and the LHPA was actually launched in 1988. Miller credits Jo Ann Smith, manager-community affairs, Beaumont, for initiating the idea for a heat pump association and Mike Morgan, coordinator-residential marketing, Beaumont, for writing the state charter and bylaws.

According to Miller, a major hurdle in organizing the association was overcoming the differences of opinion among utility companies, dealers/contractors and distributors/manufacturers.

"We had to make them see how the association would benefit them all," says Miller. "We referred to the 1986 conference and how it got more people interested in heat pumps."

"We emphasized it would expand the mass market and everybody's piece of the pie would get bigger by working together."



Miller

To insure quality, the LHPA developed standards for installation of heat pumps by association members. "You want to make sure you have quality installations. It provides credibility for the association and leaves the customer with a good feeling," says Miller.

Miller points out marketing people in Lake Charles, Lafayette and Baton Rouge work with the LHPA. "Everybody has worked hard to put the association together. I just knew the right network of people to contact initially," says Miller.

## Williams designated Fellow of the Council

Malcolm Williams, manager-business development, Beaumont, was recently designated Fellow of the Council by the American Economic Development Council (AEDC).

"AEDC is the recognized association of professional economic developers in the United States and Canada," says Williams. AEDC seeks to advance the art and science of economic development, promote the exchange of ideas and educational activities and enhance the career growth of economic development professionals.

Each year AEDC recognizes approved nominated professionals who have attained unusual stature in the economic development field with a Fellow of the Council designation. "This year they made seven designations," says Williams. "There's no set number, they select

those they feel are appropriate."

Some unusual stature requirements include lecturing at AEDC accredited conferences, writing published works for general and AEDC distribution and assisting communities in establishing or improving an economic development organization.

Williams, a 20-year member, says his association with AEDC has proven beneficial. "Through our participation with this organization, it's helped gain Gulf States recognition from a national standpoint as having a program of professional economic development," says Williams.

According to Williams, economic development has seen change in past years. Activities are much more competitive and techniques are more sophisticated.

Williams says industries make



Williams

decisions based on detailed analysis and studies rather than on impulse like they used to.

"Economic development has become a marketing technique. 'We have a good place to live' and 'This is a fine community' doesn't work anymore," says Williams. "Plant location has become a science and the profession has to gear itself up for that."

Williams stresses the economic development staff at GSU is professionally trained and equivalent to others in the business. "Our program is successful because of the cooperation of GSU employees," says Williams. "It's a total company commitment. It's through the employees' efforts that we're successful."



# Retirees reminisce at GSU Heritage Day

story by Mike Rodgers  
photos by Scott Harper

The room filled with the sight of handshakes and smiles and reverberated with the sound of friendly greetings when retirees from all over the Gulf States system convened in Edison Plaza in May. GSU Heritage Day was an opportunity to renew old acquaintances, catch up on the latest news and have some fun as well.

After Debbie Morrison, supervisor-customer services, welcomed retirees, President Linn Draper presented an update on the status of the company and events shaping its future. Sue Kendall, customer affairs coordinator, introduced SeniorWise, the company's umbrella program of services to help senior citizens. Munching on snacks of cake, cookies and punch, the retired GSUers scanned old photos from years past and admired the exhibits of A.L. Rash, who has assembled the world's largest collection of rare glass insulators. Group tours of the Edison Museum, the Energy Control Center and the Edison Plaza executive offices were also offered.

It was the stories told by the retirees that made the event an occasion to remember. Typical were the recollections of Leslie Kent of Port Allen, who reminisces, "There have been a lot of changes through the years, especially with work methods. When we started off, we dug holes with post hole diggers and had to climb poles. We didn't

have bucket trucks like they have now." Kent's father worked at GSU, as do his daughter and grandson. "From 1929 to 1989, there has been a Kent working here," he notes proudly.

Jack Doiron, who retired in 1982 after 41 years with the company, nods approvingly at T&D trucks in the parking lot. "There were many advances in safety over the years. The equipment is definitely better than it was when I started."

Looking back many decades to his GSU beginnings, Randy McAlpine, retired division manager in Port Arthur, remembers how distances affected work much

greater than they do now. "In those days, when we wanted to test a meter, we hopped on a trolley car to Beaumont and rode out to the building. The company provided us with tokens to pay for the trip." On his first day with GSU, McAlpine's boss sent him to a storeroom for a skyhook. "You're new here aren't you kid?" came the reply from the amused storeroom supervisor, who sent him on his way.

GSU Heritage Day was a very successful afternoon, with retirees heaping appreciative compliments such as "a lot of fun," "a great time," and "thank you," on personnel who organized the event.



(l to r) Retirees Vic Gayle and Randy McAlpine sing "Let Me Call You Sweetheart," a song they used to sing to start off sales meetings.



(l to r) Bill Buckley (seated), Iris Bailey, Ruby Metzke, Bill "Dutch" Metzke and Laura "Toodles" Buckley take a break from viewing memorabilia displayed in the Edison Plaza cafeteria.



# GSU employees climb aboard the *Elissa*

by Scott Harper

Sunburned skin, raw-calloused hands, nausea, exhaustion, bathing in the ocean while someone watches for sharks and walking on a rope 102 feet above the deck of a ship in the Gulf of Mexico with no net! Does this sound like something you would like to do on your weekend?

Lynette Spafford, departmental clerk, Beaumont, has done it and would do it again. As a volunteer crew member of the tall ship *Elissa*, Spafford has developed a very unusual hobby in tall

ship sailing.

"I couldn't pass up the chance to step back in time and experience something that few people get to do anymore," says Spafford.

The *Elissa* is a 202-foot barque built in Aberdeen, Scotland, in

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*"I couldn't pass up the chance to step back in time ..."*

Lynette Spafford

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1877. With its home port in Galveston, the historic cargo ship is now a floating museum carrying on the tradition of tall ships.

For 10 weekends, Spafford drove to Galveston and participated in a sail training course where she learned basic ship terminology and how to handle the sails. "It's not all fun and games. It's a lot of hard work," says Spafford.

Spafford's training qualified her to take part in the *Elissa's* annual October day sails in 1988. For 10 days, the *Elissa* goes out every day in the Gulf of Mexico in appreciation to her crew, volunteers, donors and major benefactors.

"I was nervous until we got

underway, then things fell into place," says Spafford. "Your training kicks in and you basically know what you're doing."

This year, the *Elissa* set out on The Texas Proud Voyage where she stopped in 10 ports, which included Beaumont's Riverfront Park. While in Beaumont, several GSU employees volunteered as docents on the *Elissa*.

"It was a chance to help with what I thought was a good event," says Sam Bethea, customer service coordinator, Beaumont. "Some of the older males who had been in the Navy who visited the ship said there was less room in a World War II destroyer escort than on the *Elissa*."

Pat Bourne, technical consultant, Beaumont, guided tours on the poop deck and the captain's cabin. "It was interesting to see what caught the people's interest," says Bourne.

"On one tour, I explained to a group of Lake Charles Boy Scouts the binnacle housing the ship's compass. The Scoutmaster immediately pulled out his compass which disagreed with the ship's compass. He placed it in the binnacle and it was corrected by almost 180 degrees," recalls Bourne.

Pat Hoffpauir, senior engineering assistant, Beaumont, explained the ship's engine room,

Butch Spafford, Jr.



The *Elissa*, with all sails set, cuts through the Gulf of Mexico waters on a day-sail outing.



Docent Sam Bethea, standing over the fore hatch leading to the crew quarters, talks to visitors. Photo by Ann O'Neill.





Far left, Lynette Spafford (third from right) works the ropes for sails on the main mast. Left, the *Elissa* sails down the Neches River by Neches Station on its way to Riverfront Park in Beaumont.

main mast and fore deck to visitors.

"It was fun to describe to the people how the ship worked," says Hoffpauir. "I've been interested in the *Elissa* ever since I saw it in Galveston."

In addition to being a docent, Ethelyn Wilson, personnel information systems representative, Beaumont, does maintenance volunteer work on the *Elissa*. "Last winter, I went to Galveston on weekends and helped clean the ship," says Wilson. "It's fun. I'm just as happy as can be dusting and mopping the captain's cabin!"

Wilson plans to go through sail training in July in preparation for the 1989 October day sails.

Spafford caught up with the *Elissa* in Baton Rouge where she served as a crew member on its trip to Pensacola. "It was an experience," she says of her first offshore trip. "There was nothing but water everywhere."

In the midst of all the hard work, Spafford says there are comforting moments. "When there are no lights on the water, the heavens are full of stars, the mast lights give the sails a faint glow and you look up, it's very easy to go back in time.

"It's just beyond words the thoughts that go through your mind — the calmness, the peacefulness. It kind of forces you inside yourself

and you sit back, think and enjoy," says Spafford.

Spafford was one of eight people who set the sails on the main mast. Sometimes, this requires climbing rope shrouds to the top of the 102-

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*"I'm just as happy as can be dusting and mopping the captain's cabin!"*

*Ethelyn Wilson*

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foot mast. According to Spafford, it's "an awesome view."

However, she points out there is a better view to be seen. "Probably the best place to be is out on the jibboom (the spar that extends off the front of the ship) where you can see dolphins playing in the bow spray."

Spafford realizes walking on a rope under the jibboom in front of a moving ship is something only a few people will do. "It's not for everybody," she laughs. "It's only for a few of us fools who find it exciting!"



Ethelyn Wilson, standing next to the mizzenmast on the poop deck, hopes to sail the *Elissa* in October.





Sue Simon

(l to r) Ray Welch, Ron McKenzie and Chuck Baker cut down a bathroom door for rehanging.

## Reddy Volunteers do homework

Reddy Volunteers in Port Arthur did some home improvement work in May. Port Arthur Division employees donated time and muscle while Programs for Human Services (PHS) supplied materials. Employees replaced front and back doors, put down a new bathroom floor, did some yard work and caulked 21 windows. Ray Welch, equipment operator, Sabine Station, coordinated the project with PHS.

Totaling 72 hours were volunteers Adela Martinez, Debbie Peron, Paul Falgout, Fred Duhamel, Sue Williams, Ricky Daniels, Ron McKenzie, Sue Simon, Art Pulliam, Chuck Baker, Sue Guidry and Ray Welch.

Four Lewis Creek Station employees recently received 10-year service awards presented by John Conley, Western Division vice president, and Jim Champagne, vice president-energy resources. The presenters and awardees from left to right are, Conley; John Dix, master repairman; Tim Yarbrough, equipment operator; Bobby Wooderson, control operations foreman; Debbie Gaiser, secretary and Champagne.



Jane Smith and Sandidge.

## Sandidge named Citizen-of-the-Year

Navasota district superintendent Louis C. Sandidge received the Citizen-of-the-Year Award in March at the Navasota Chamber of Commerce banquet. "Probably one of the best things that one of our utility companies ever did for us is when Gulf States sent us Louis Sandidge in April of 1980," said Jane Smith, chamber executive

vice president.

Sandidge has been active in the Navasota Industrial Foundation as well as the chamber, serving as board president twice and as a member of its economic development committee. In 1987 he was named GSU's Economic Developer of the Year.



Greg Marshall



# LIFESTYLES FOR HEALTH

## *Cigarettes, caffeine and sugar increase your stress*



The combination of caffeine, cigarettes and sugar can increase both physical and emotional stress.

Cigarettes, caffeine and sugar all increase your stress levels. Yet these substances are so much a part of our lives, we are often unaware of their effects. When you learn how each of these substances can affect stress, you may find that it's time to take a healthy step and kick the habit.

### **Cigarettes Stimulate You**

When you smoke, you feel stimulated, as your heart rate, blood pressure and hormone levels increase. Your body needs more of certain vitamins and minerals to cope with this stimulation, which is a form of stress. Cigarettes are expensive, highly addictive, and cause major and minor illnesses. The costs of cigarettes (up to \$700 per year, plus extra medical, dental and cleaning costs) can add to your problems. Trying to quit is difficult for most people. All these factors add up to physical and emotional stress.

### **Caffeine Speeds You Up**

Caffeine is also a physical stressor. It speeds you up for as long as 20 hours. Its effects are different in different people. For example, for some people it causes headaches, and for others, it relieves them. Caffeine can cause symptoms such as sleeplessness, upset stomach, increased blood pressure, and in women, breast lumps. Many people become "hooked" on caffeine in coffee, chocolate, soft drinks and medicines such as painkillers. Withdrawal can include severe headaches, nervousness, grouchiness, and rapid heartbeat.

### **Sugar Gets You Nowhere**

For most people, any kind of sugar (white, brown, honey or fructose) gives a quick boost of energy, then leaves you with less energy, which can make you feel depressed. Many

sugary foods contain little food value. Yet eating them leaves you less hungry for nutritious food. Then your body lacks important vitamins and minerals. Sugary foods such as desserts, candy and soda pop can contribute to weight control problems. When you gain weight and don't want to, you can feel depressed, anxious or unhappy, adding to your stress level.

### **Take A Healthy Step**

Cigarettes, caffeine and sugar increase your physical and emotional stress levels. The combination of any two or all three of these substances can make you feel unstable. If you decide to take the healthy step of quitting smoking or reducing your intake of caffeine and sugar, you'll probably discover that you can manage stress more easily and feel better all around.



Find support for quitting through a group or program.



# SERVICE ANNIVERSARIES

## April-June 1989 SERVICE ANNIVERSARIES

### 40 YEARS

**Leroy J. Bodemann**  
Engineering Services  
Beaumont  
**Joseph G. Jennings**  
Electric T&D  
Port Arthur  
**Betty Joe Lum**  
Human Resources  
Beaumont  
**Rufus J. Mier Jr.**  
Marketing  
Port Arthur  
**W. E. Thomason**  
Electric T&D  
Beaumont

### 30 YEARS

**Raymond E. Jarreau**  
Electric T&D  
Baton Rouge  
**Elizabeth R. Jolly**  
General Services  
Beaumont

**Hawthorne N. Knighten**  
Gas Department  
Baton Rouge  
**John H. Reeves Jr.**  
Electric T&D  
Baton Rouge  
**Gene W. Russell**  
Human Resources  
Beaumont  
**Robert L. Sellars**  
Plant Production  
Nelson Coal  
**Edwin E. Sims**  
Plant Production  
Willow Glen  
**Huey D. Stafford**  
Division Operations  
Denham Springs  
**Walter F. Wright**  
Division Operations  
Port Allen

### 20 YEARS

**Linda G. Allen**  
General Services  
River Bend  
**Robert L. Breaux**  
Plant Production  
Sabine Station  
**Mary S. Brock**  
Division Accounting  
Somerville  
**Lawrence E. Clark**  
Operations/Materials Mgt.  
Beaumont  
**Jon H. Curless**  
Rates & Regulatory Affairs  
Beaumont

### 10 YEARS

**William F. Arceneaux Jr.**  
Electric T&D  
Lake Charles  
**Clayton A. Arnold**  
Accounting Services  
Beaumont  
**Max C. Avant Jr.**  
Electric T&D  
Baton Rouge  
**Douglas C. Babin**  
Engineering Services  
Beaumont  
**John Baker**  
Plant Production  
Sabine Station  
**Vanessa C. Banks**  
Gas Department  
Baton Rouge  
**Frank T. Barnaby**  
Electric T&D  
Conroe

**Donald B. Deskin**  
Plant Production  
Nelson Station  
**Mary R. Elliott**  
Electric T&D  
Conroe  
**Janice M. Fields**  
Gas Department  
Baton Rouge  
**Robert L. Glach**  
Engineering Services  
Beaumont  
**Rose L. Grisham**  
Division Accounting  
The Woodlands  
**John J. Hamby Jr.**  
Engineering  
Beaumont  
**Larry C. Ivy**  
Electric T&D  
Baton Rouge  
**Ronald W. Rider**  
System Operations  
Beaumont  
**Raymond L. Wheeler Jr.**  
Computer Applications  
Beaumont  
**Thomas P. White**  
Electric T&D  
Huntsville  
**Janice S. Wynn**  
Marketing  
Baton Rouge

**Susan R. Barnett**  
General Services  
Beaumont  
**Laurel C. Barton**  
Electric T&D  
Conroe  
**Darrell E. Baxley**  
Electric T&D  
New Caney  
**David K. Becker**  
Engineering Services  
Beaumont  
**Ivy L. Bell**  
Electric T&D  
The Woodlands  
**Michael A. Benson**  
System Operations  
Beaumont  
**Royce A. Best**  
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Cleveland  
**Danny R. Cline**  
Plant Production  
Louisiana Station  
**Terry E. Coffee**  
Division Accounting  
Baton Rouge  
**Karen M. Collins**  
Accounting Services  
Beaumont  
**Gary J. Craig**  
Electric T&D  
Conroe  
**Catherine M. Crooks**  
Division Accounting  
Conroe  
**Thomas C. Crouse**  
RBNG Oversight  
River Bend  
**Donald K. Cutrer**  
Plant Production  
Willow Glen  
**Gary R. Daigle**  
Plant Production  
River Bend  
**Edward L. Davis**  
Electric T&D  
Lake Charles  
**Lora R. Davis**  
Division Accounting  
Conroe  
**Gary D. DeGraw**  
RBNG Administration  
River Bend  
**Michael W. Denton**  
Operations/Materials Mgt.  
Beaumont  
**Deborah J. Dodson**  
Division Accounting  
Lake Charles  
**Joseph L. Donnelly**  
Executive Department  
Beaumont  
**Pluma T. Dorsey**  
Division Accounting  
Beaumont  
**Albert J. Duffel**  
Division Accounting  
Dayton  
**Craig N. Duplant**  
Electric T&D  
Port Arthur  
**Beverly B. Dushane**  
Accounting Services  
Beaumont





**Charles L. Eaves Jr.**  
Plant Production  
Sabine Station  
**Glenda A. Edwards**  
Financial Services  
Beaumont  
**Charles E. Evans**  
Electric T&D  
Baton Rouge  
**Jan W. Evans**  
Office Services  
Beaumont  
**Richard E. Fulton Jr.**  
Human Resources  
Beaumont  
**Gary W. Garner**  
Plant Production  
Willow Glen  
**Bertie S. Graham**  
Legal Services  
Beaumont  
**Terry L. Guy**  
Electric T&D  
Conroe  
**Christine E. Hahn**  
Electric T&D  
Conroe  
**Timothy J. Hall**  
Electric T&D  
Winnie  
**Carol C. Hamilton**  
Accounting Services  
Beaumont  
**Christopher R. Haskett**  
Electric T&D  
Beaumont  
**Randall Hebert**  
Electric T&D  
Port Arthur  
**Earnest J. Henderson**  
Division Accounting  
Navasota  
**Ricky E. Hennesy**  
Electric T&D  
Baton Rouge  
**Robert A. Hidalgo**  
Computer Applications  
Beaumont  
**Theresa A. Hilbun**  
Division Accounting  
Baton Rouge  
**Keith M. Hill**  
Division Accounting  
Baton Rouge  
**Sammie J. Hill**  
Electric T&D  
The Woodlands  
**George Hilstock**  
Plant Production  
Nelson Station

**Patrick K. Hoffpauir**  
Engineering  
Beaumont  
**Andre L. Jackson**  
Electric T&D  
Beaumont  
**Lydia B. Jones**  
Marketing  
Baton Rouge  
**Jane S. Kaulfus**  
Financial Services  
Beaumont  
**Joe D. Kelly**  
Electric T&D  
Port Arthur  
**Ramona H. Kohn**  
RBNG Mgt. Systems  
River Bend  
**Gerald L. Krudop II**  
Plant Production  
Sabine Station  
**Bridget G. Laminack**  
Human Resources  
Beaumont  
**Charles L. Lanham**  
Electric T&D  
Conroe  
**Louis K. Louvier**  
Electric T&D  
Port Arthur  
**Mark E. Loyd**  
Electric T&D  
Baton Rouge  
**Anthony G. Marino**  
Electric T&D  
Beaumont  
**Ricky J. Matte**  
Division Accounting  
Lake Charles  
**Donald R. McCarter**  
Risk Management Svcs.  
Beaumont  
**Karen S. McConnell**  
Computer Applications  
Beaumont  
**Douglas E. McCormick**  
Public Affairs  
Beaumont  
**Kevin T. McKay**  
Plant Production  
Sabine Station  
**Randell L. Miller**  
Electric T&D  
Lake Charles  
**Ronald C. Miller**  
Electric T&D  
Baton Rouge  
**Thomas M. Miller**  
Plant Production  
Nelson Station

**Marvin Morgan**  
Electric T&D  
Baton Rouge  
**Timothy L. Morris**  
Corporate Services  
Beaumont  
**James P. Morrissey**  
Plant Production  
Louisiana Station  
**Robert L. Nantz**  
Electric T&D  
Beaumont  
**Gerald C. Nelson**  
Engineering Services  
Beaumont  
**Michael W. Odaniell**  
Engineering  
Beaumont  
**James M. Oden**  
Electric T&D  
Lake Charles  
**Elton G. Parker**  
Plant Production  
Willow Glen  
**Wallace J. Penner**  
Engineering Services  
Beaumont  
**Kenneth R. Penney**  
Customer Service  
Huntsville  
**Francis D. Perio**  
Division Accounting  
Beaumont  
**Johnny R. Perkins**  
Electric T&D  
Beaumont  
**Pauline R. Phillips**  
Human Resources  
Beaumont  
**Hester W. Pitre**  
Plant Production  
Nelson Station  
**Roberta W. Plant**  
Division Accounting  
Huntsville  
**Gary L. Pratt**  
Electric T&D  
Conroe  
**Mark A. Prince**  
Plant Production  
Sabine Station  
**John J. Pruitt**  
RBNG Mgt. Systems  
River Bend  
**Carl P. Rabalais**  
Engineering  
Beaumont  
**Michael D. Rachal**  
Electric T&D  
Baton Rouge

**Darrell W. Randall**  
Electric T&D  
Port Allen  
**Deborah C. Redmon**  
Engineering Services  
Beaumont  
**Stephen C. Richey**  
Plant Production  
Louisiana Station  
**Bertha G. Rosas**  
Division Accounting  
Port Arthur  
**Robert D. Rose**  
Computer Applications  
Beaumont  
**Edward J. Scallan III**  
Plant Production  
Louisiana Station  
**Rebecca C. Schaefer**  
Plant Production  
Sabine Station  
**Lucy P. Sciarillo**  
Electric T&D  
Orange  
**Odis E. Shaw**  
Engineering  
Beaumont  
**Terry H. Sonnier**  
Accounting Services  
Beaumont  
**Deborah H. Spittler**  
Accounting Services  
Beaumont  
**Jerry K. Steger**  
Purchasing  
Beaumont  
**Gary P. Stelly**  
Electric T&D  
Lafayette

**Shane A. Stidham**  
Plant Production  
Nelson Coal  
**Bernard Stott**  
Human Resources  
Beaumont  
**Michael W. Thibodeaux**  
Plant Production  
Nelson Coal  
**Calvin Thomas**  
Accounting Services  
Beaumont  
**Kermit W. Thompson**  
Electric T&D  
Lake Charles  
**James A. Turner**  
Computer Applications  
Beaumont  
**Clint A. Verret**  
Electric T&D  
Port Arthur  
**Ben P. Walhood Jr.**  
Plant Production  
Sabine Station  
**Henry K. Ward**  
Electric T&D  
Beaumont  
**Mitchell L. Williams III**  
Electric T&D  
Baton Rouge  
**Pamela S. Williams**  
System Production  
Beaumont  
**Ronald W. Williams**  
Electric T&D  
Lake Charles  
**Lana R. Wynne**  
Accounting Services  
Beaumont





# MAILBOX



Ann O'Neill



Gonzales

## Volunteer appreciation

"Let me take this opportunity to express my appreciation to you for allowing **Jay Gonzales** to volunteer his services to the reading program at Central Senior High School," writes W. Preston Shaw, principal, Central Senior High School, Beaumont, to **Arden Loughmiller**, Beaumont Division vice president.

Shaw also writes to thank Gonzales, "You have brought a kind of knowledge and background to the classroom that is useful and valuable."

Gonzales, marketing coordinator, is in Beaumont.

## Tourism project

**Sam Richardson**, economic development agent, Baton Rouge, received this letter from Dr. John M. Butler, APR, Associate Professor,anship School of Journalism, Louisiana State University, Baton Rouge:

"The graduate students' public relations project for the Office of Tourism became possible through your cooperation in setting up the interview with **Pris Gallagher**. We were pleased with the videos which resulted from the project. The tapes will be used by the Office of Tourism in its promotional efforts to bring elderly people to Louisiana. Thank you for helping make the project a success."

Gallagher is coordinator-Louisiana communications, Baton Rouge.

## Biscuit bonus

Gonzales Middle School employees sent this thank you note to **Al Dragg**, district superintendent, Gonzales, for furnishing breakfast biscuits one morning during Teacher Appreciation Week:

"The faculty and staff of Gonzales Middle School would like to thank you for remembering us during Teacher Appreciation Week. We would also like to thank you for all of the special things you do for our school."

Gonzales employees work with Gonzales Middle School through the Adopt-A-School program.

## Right-of-way done right

Lake Charles customer **Ann C. Lindsay** was concerned when an electrical right-of-way was placed through her yard last fall.

"My biggest fear was having our yard torn up and being left with an unsightly mound of clay," she writes to **Ted Meinscher**, Lake Charles Division vice president.

"The supervisor of the crew that began trenching the right-of-way turned a very upsetting experience into a positive experience. He took the time to answer my questions and explain how the work was accomplished ...

Every man that has worked on this right-of-way has been very professional, courteous and kind.

"Monday, April 10 the work crew leveled off the right-of-way and topped it with soil. The men did a superior job ... I just wanted you to know about the commendable job your men performed. It surpassed our expectations."

The right-of-way workers were **Robert L. Stewart**, utility foreman-line, and servicemen-1st class **Edward Barnes**, **Ronald Williams**, and **Scott White**, all of Lake Charles.

## Hotel commendations

"Thank you for the survey and analysis you did for our hotel.

The recommendations and commendations are highly thought of and we will follow through,"

writes **Alex Ogunmuyiwa**, general manager, Holiday Inn, Beaumont, to **Dewitt Hollingsworth**, marketing agent, Beaumont.

"Mr. Hollingsworth, we've known each other for about three years and in all instances of our contacts (hurricanes, storms, etc.) you have always come through as a great representative of your company and a great help. On behalf of Holiday Corp., my entire staff and myself, here is a big thanks to you. My sincere thanks also to **Terry Carlin**."

Carlin is an energy services engineer in Beaumont.

## Working together

**Ronnie Spillman**, fire chief, Baton Rouge Fire Department, writes **Tom McBryde**, operating superintendent-gas, Baton Rouge, in appreciation of **Daniel Nelson**, serviceman-2nd class-gas department, and **Donald Craft**, service foreman, both of Baton Rouge, for responding to a leaking underground propane tank.

"Our Hazardous Materials Unit initially responded to this incident and tried unsuccessfully to contact several LPG (Liquid Petroleum Gas) companies. They then contacted Gulf States and they dispatched the above individuals who responded on a voluntary basis. Such cooperation makes us aware of the importance of organizations such as ours sharing a close working relationship which results in greater protection and services rendered to the citizens of Baton Rouge."



## Backbone of support

"On behalf of the March of Dimes Birth Defects Foundation, please accept our most heartfelt thanks for all you and Gulf States Utilities provided for this year's Walk America," writes Jill Scoggins, division manager, March of Dimes Birth Defects Foundation, Beaumont, to **E. Linn Draper**, GSU chairman and president.

"GSU's support of Walk America was, as always, extremely beneficial to the overall success of the event ... Special appreciation goes to GSU employees **Doug McCormick** who served as Walk America Chairman; **Kyle Todd** as GSU team captain; **Les Jones** and **Gayle Botley** who served on the Walk America Logistics Committee; **Karla Jones** who donated her time to input registration forms into our computer system; and **Les and Carliss Jones, Oliver Lacy, Scott Harper** and **Robert Adams** for producing our own original Walk America song and video.

"Organizations such as yours provide the backbone of support for the efforts of the March of Dimes ... We couldn't have done it without you and Gulf States Utilities."

The employees mentioned above are located in Beaumont.

## Marvelous job

**Ronnie Hale**, district superintendent, Vidor, received this thank you letter from Vidor customer **Wilma Wilson**:

"Would you please thank the crews and all the Gulf States men that did the great job at my house the past two weeks. They were so great and polite and did a marvelous job. Thanks to all of you so much. God bless you all."

## Electrical reliability

**Ed Hutchins**, district superintendent, Orange, received this letter of thanks from **Robert A. Walker**, plant manager, Chevron Chemical Company, Orange:

"I want to express my sincere thanks for the fine job you and your crew did during our April 17, 1989 shutdown. We appreciate the way you manned the job, completing it within the scheduled and committed time ... This work has significantly improved electrical reliability at our plant and will have lasting effects. Efforts such as this one instill confidence and reassure us that we are one of your valued customers."

## Thanks for thanks

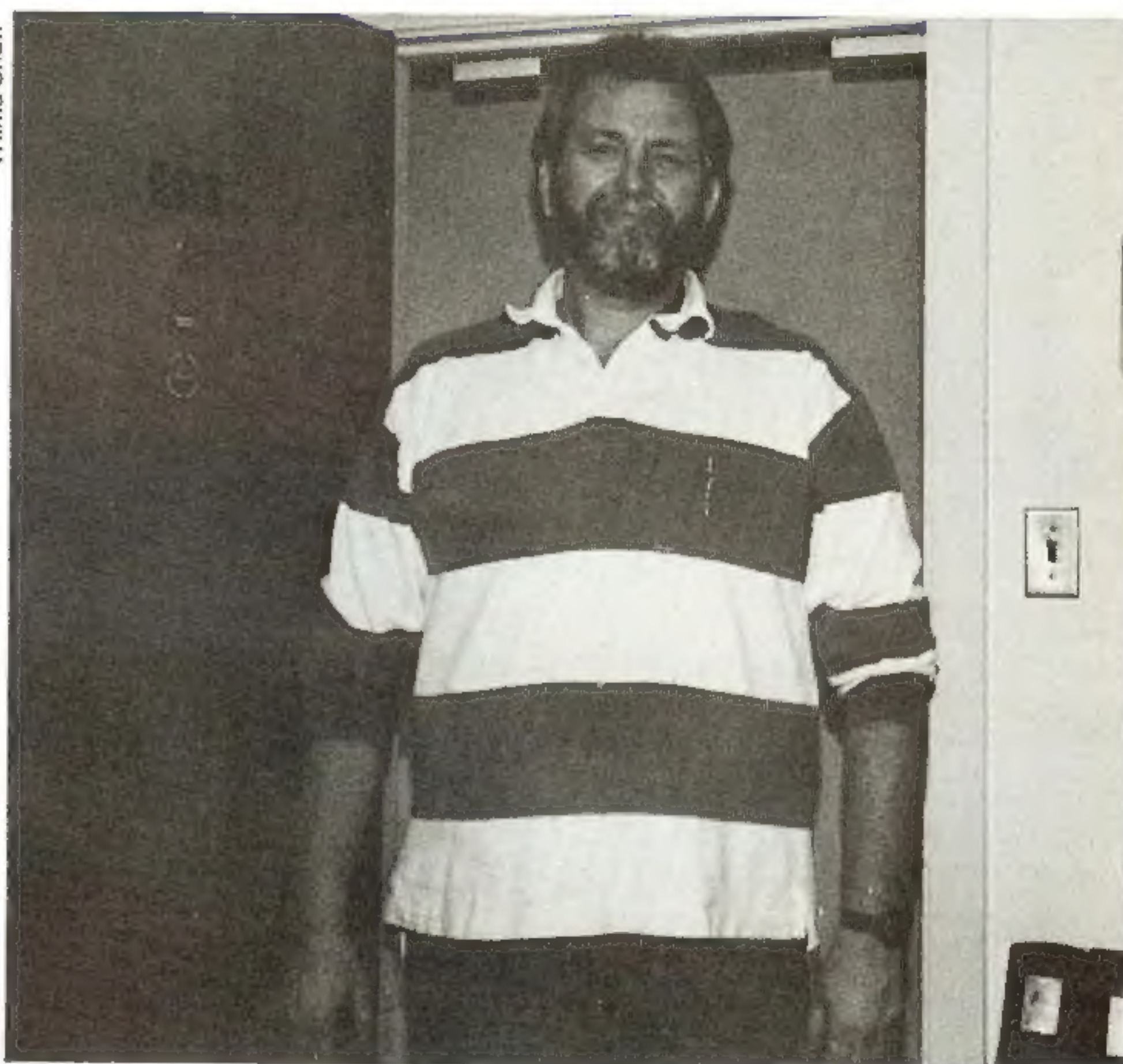
"Thank you for your note of thanks regarding payment of my bill," writes **Elmira L. Brechtel**, Baton Rouge customer. "It is a pleasure doing business with such a fine company. God bless all of you."

## Community assistance

**Barbara A. Fertitta**, president emeritus, The Dominion Catholic Charity, Beaumont, sent the following comments to the Public Utility Commission of Texas in support of GSU:

"I would like to hereby express our sincere thanks to Gulf States Utilities Company for the assistance it has given to the clients that have called our Charity for assistance. Without the thoughtfulness and extreme concern shown from the contact persons at Gulf States Utilities, our community would not survive the many hardships that have addressed many families in this area."

Wilma Shaw



Helms

## Justified pride

"I want to take this opportunity to compliment one of your employees for a job well done during the formation and development of the Louisiana Heat Pump Association," writes **Francis G. O'Donnell**, charter member state board, Louisiana Heat Pump Association, to **Jim Moss**, vice president-marketing, Beaumont. "The employee I refer to is **Harriet Babin Miller** of your Baton Rouge office."

"Harriet was very helpful in getting different types of members together and working towards a common set of goals ... I am of the firm opinion that the Louisiana Heat Pump Association would not exist today or at best, not be enjoying much of its present success if it were not for some of Harriet's savvy and expertise."

"... I am aware that Gulf States Utilities has always prided itself on its relationship with its trade allies; however, I would like to state that it is because of people like **Harriet Babin Miller** that this pride is justified."

Miller is marketing supervisor in Baton Rouge.

(see related story on page 6)

## Being there

**Larry and Jacquie Mecklenborg**, Beaumont customers, write to thank **Larry Helms**, serviceman-1st class, Beaumont, for his assistance in removing a large tree branch that fell on their electric, cable and telephone lines.

"Your serviceman, Larry, was on the scene (in the rain) promptly and helped us remove the branch and restore the line to full service. His quick and courteous service meant a lot to us, particularly since our young son was ill with a high fever at the time. Thanks again for being there when we needed you."



# PLAIN TALKS

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Beaumont, Texas 77704

Address Correction Requested

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*Immediately following the **Elissa**'s visit, Beaumont welcomed the **Golden Hinde**. The replica of Sir Frances Drake's flagship docked in Riverfront Park and entertained visitors for three weeks. J. R. Aldridge, vice president-human resources, took the photograph.*